

RECEIVED  
CENTRAL FAX CENTER

JAN 11 2006

Intellectual Property Department  
3400 W. Plano Parkway, M/S LEGL2  
Plano, TX 75075-5813  
Tel.: (972) 519-3000

---

**FACSIMILE TRANSMITTAL**

---

**TO:** OIPE – Customer Service Center  
**COMPANY:** U.S. Patent and Trademark Office  
**FAX NO.:** 571-273-8300

**FROM:** Melanie Murdock  
**COMPANY:** Alcatel USA  
**FAX NO.:** 972-477-9328  
**SENDER'S TELEPHONE NO.:** 972-519-5103  
**E-MAIL:** [melanie.murdock@alcatel.com](mailto:melanie.murdock@alcatel.com)


**DATE:** January 11, 2006  
**TOTAL PAGES (incl. Cover)** 2

---

Serial No.: 10/721,558  
Attorney Docket No.: 139164

I hereby certify that the following documents are being transmitted via facsimile to the U.S. Patent and Trademark Office on January 11, 2006.

1. Facsimile Transmittal (1 page)
2. Status Request (1 page)

  
\_\_\_\_\_  
Melanie Murdock

---

The documents accompanying this telecopy transmission contain information from Alcatel that is confidential and/or legally privileged. The information is intended only for the use of the individual or entity names on this transmission sheet. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this telecopied information is strictly prohibited and that the documents should be returned to Alcatel immediately. In this regard, if you have received this telecopy in error, please notify us by telephone immediately so that we can arrange for the return of the original documents to us at no cost to you.

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**Applicant(s):** Ozugur, et al. **Docket:** 139164  
**Serial No.:** 10/721,558 **Art Unit:** 3629  
**Filed:** November 25, 2003 **Examiner:** Igor N. Borrisov  
**Title:** Web Based CRM Service Using On-Line Presence Information

---

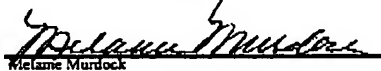
**STATUS REQUEST**

Commissioner for Patents  
OIPE – Customer Service  
P. O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

**Certificate Under 37 C.F.R. §1.8(a)**

I hereby certify that this correspondence is being transmitted via facsimile to the U.S. Patent Office to 571-273-8300, on January 11, 2006 in accordance with 37 C.F.R. §1.6(d).

  
Melanie Murdock


Applicants filed the above-referenced application with the U.S. Patent and Trademark Office ("PTO") November 25, 2003. No correspondence or action has been received from the PTO since May 26, 2005, and we have not received a first Office Action.

Please provide me with a date of expected action in this application in writing, preferably via facsimile to (972) 477-9328.

If you have any questions, please contact Bobby Slaton at 972-519-2295.

Respectfully submitted,

ALCATEL



Bobby D. Slaton  
Reg. No. 43,130

Dated: January 11, 2006

Alcatel  
Intellectual Property Department  
3400 W. Plano Parkway, M/S LEGL2  
Plano, TX 75075  
Phone: (972) 519-2295  
Fax: (972) 477-9328